How Can I find My Smart Account Assigned Licenses within SSM (Smart Software Manager)?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites
Before you start, ensure that you have:

- An Active cisco.com account
- The User must have access to the Smart Account and Virtual Account where they want to find the license.

Steps
Step 1:Go to Cisco Software Central and log in with your cisco.com credentials.

Step 2: Click on "Manage licenses" under Smart Software Manager section.

Step 3: Select the desired Smart Account from the dropdown at the top right corner.

Step 4: Go to the "Inventory" tab and select an appropriate Virtual Account from the dropdown

Note: There is not a dropdown if there is only one Virtual Account in the Smart Account

Step 5: Go to the "Licenses" tab to view all provisioned licenses in the selected virtual account

Step 6: Click on the License to view more details

Troubleshooting

1. I am not able to find the license in any of the virtual account I see on CSSM. Check if the order is assigned to virtual account.

If you experience an issue during the process explained in this document, open a case in Support Case Manager (SCM).

For feedback on the content of this document, please submit here.